

Provider Bulletin

Central Health Medicare Plan

December 24, 2025

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Clinical Contact Information Request

This is an advisory notification to Central Health Medicare Plan (CHP) network providers applicable to CHP Medicare business.

What you need to know:

To support timely and efficient handling of clinical information requests and denial-related inquiries, CHP Appeals and Grievance requires direct access to designated contacts within each IPA/MSO. At this time, many organizations have provided only general phone numbers without a specific contact, which has resulted in delays in obtaining necessary information.

All IPAs and MSOs supporting CHP Medicare are required to provide designated contacts for the following functional areas:

- Appeals
- Grievances
- Quality Improvement Organization/QIO (appeals for inpatient/SNF)

For each area listed above, please submit the following information:

- Contact name
- Direct phone number
- Email address

When this is happening:

Please provide information by **Friday, January 2, 2026.**

Provider Action

Please email the requested contact information to your assigned Provider Relations Representative (PRR). A list of PRRs and their contact information is included with this Provider Bulletin.

What if you need assistance?

If you have any questions regarding the notification, please contact your CHP Provider Relations Representative at PRCalifornia@molinahealthcare.com.